

J.D AVILES

Ceres, CA | (209) 380-4902 | jd_aviles@apple.com

WORK EXPERIENCE

APPLE INC. CALIFORNIA

2015 - CURRENT

Senior Technical Support Advisor | Remote | March 2015 - Current

- Excellence award for 100% customer satisfaction & top 5% ranking role efficiency in 2019.
- Supporting Apple Watch, Mac, iPhone and iPad to provide advanced support with 80% + resolution rate.
- Submit and manage technical requests with AppleCare Engineering team to address fixes.
- Consistently averaging 95% positive survey responses in past 2 Fiscal Years.

Cellular Tools and Automation QA Engineer Career Experience | Cupertino, CA | Jan 2024 - June 2024

- Validate Basic and Complex functionality of new tools builds.
- Create Documentation and User Guides for Team Projects.
- Manually Test Cellular tools pushed into iOS builds.
- UX/UI Development and prototyping for Next Major Release of Tool Products.

Site Support Pre Flight Engineer | Remote | Aug 2022 - Feb 2023

- Screen and Respond to constant flow of requests for technical help from WorldWide audience.
- Report new trends, emerging issues to Engineers with subject matter expertise.
- Provided guidance and support to over 1,800 internal customer tickets within 6 month period.
- Requested review of public, internal documentation for better guidance for internal & external customers.

WI-FI Continuous Integration Infrastructure & Automation Technician CE | Remote | Jan 2021 - June 2021

- Remotely Managed Test Lab with over 100 of test machines using VNC, SSH and other internal tools.
- Optimized ansible scripts & onboarded new UI tools to automate infrastructure management.
- Tracking regressions and following up with Engineers and Developers with test results.
- Published Weekly Software Stability Sign Off from Engineering code changes to stakeholders.

WI-FI CI Infrastructure & Automation Technician CE | Cupertino, CA | June 2019 - Nov 2019

- Collaborated with developers and engineers on integration test results to resolve functional regressions.
- Migrated and maintained new test lab with over 30 test machines & 300 devices under testing.
- Submitted and followed up with Radars of unexpected software behaviors from manual test results.
- Managed Watch Manual testing to validate WiFi, Cellular & Bluetooth functionality before sharing QA Team.

Technical Specialist Rotation | Apple Retail Modesto, CA | March 2018 - July 2018

- Completed Mac and iPhone Battery / Display Repairs.

EDUCATION

Web Design & Development Certificate | eCornell

Google IT Support Professional Certificate | Coursera

Initiating and Planning Projects Course | Coursera

SKILLS

- Proficient in Software Engineering QA testing and Continuous Integration fundamentals.
- Hands on knowledge with Shell, HTML/ CSS, and Python.
- Experience in Mentoring Peers and Presenting or Hosting meetings with Team Members
- Familiarity with Agile & SQA methodologies & version control systems like Git.
- Over 5 Years of Mac, iPhone and PC Hardware Repairs.
- 10 Years+ Technical Experience w/ Apple Hardware & Software Products, Windows OS and various Ticketing Systems.